

ABSTRACT OF THE DISCLOSURE

Systems and methods for providing support services to users of programmable devices are provided. One of many possible methods for providing support services for a plurality of programmable devices associated with a plurality of users involves the steps

5 of: receiving user-specific data associated with one of the programmable devices and the corresponding user; storing the user-specific data associated with the programmable device and the corresponding user; receiving notification that a replacement

programmable device for the programmable device is needed by the user; and configuring the replacement programmable device based on the user-specific data associated with the

10 programmable device and the corresponding user. The method may further involve the steps of: providing the replacement programmable device to the user; receiving the programmable device; repairing the programmable device; providing the repaired programmable device to the user; receiving the replacement programmable device from the user; and receiving payment for providing the support services to the user.